



2007 - 2008 Biennial Review

{DD-DA and M(BI)2025}

of Defense Agencies and DoD Field Activities

ID: NGA00408812

You have been nominated to help us with the Biennial Review of Defense Agencies and DoD Field Activities. With your help, we'll be able to determine how well the products and services provided by agencies and field activities meet the needs of the organizations they serve. Each agency and activity has organized their mission into one or more business lines. You have been nominated as a person knowledgeable about the following business line:

Agency/Activity: National Geospatial-Intelligence Agency

Business Line: Provide Timely, Relevant and Accurate Geospatial-Intelligence in Support of National Security

This business line includes these products and services:

- Geospatial-Intelligence products: Imagery, imagery intelligence, maps, geospatial information (digital products, data, etc.), imagery intelligence products (cables, briefing boards, research papers, etc.)
- Development and Operation of the National System for Geospatial-Intelligence: Development of tasking, processing, exploitation, and dissemination and production systems; operations and maintenance of NGA provided systems such as RMS, NES, IESS, IEC, NIL, CIL, IPL and software tools
- National Geospatial-Intelligence Agency (NGA) training: NGA College, resident training and mobile training teams
- Information Services: NGA web pages and gateway services, Remote Replication System, NGA Libraries
- Customer Outreach Services: NGA support teams, exercises, demonstrations, liaisons, technical representatives
- Future development of Geospatial-Intelligence information services
- Functional Management for Geospatial-Intelligence: Serves as the functional manager for Geospatial-Intelligence across the intelligence and DoD communities to include requirements management, programs, assessment management, integration activities, policy and standards
- Advancing GEOINT Capabilities: Programs, systems, teams and working groups associated with advancing GEOINT capabilities, e.g., Data Center Migration Program, Exploitation Service Program, GeoSpatial Service Program, GeoScout and the Acquisition Coordination Team

Please continue...

Background Questions:

Choose one of the following that best describes your organization's relationship with the National Geospatial-Intelligence Agency for this business line.

- Traditional**
They produce and deliver the product or service with minimal input from us.
- Support**
We give them our requirements, then they produce and deliver the product or service to us.
- Partner**
We work together jointly in defining, producing and delivering the product or service.
- Oversight**
We provide guidance or direction to this organization about the products or services.

Choose one of the following that best describes your organization's relationship with the National Geospatial-Intelligence Agency for this business line.

- Command**
One or more organizations under my control use products or services from this business line.
- Coordinator**
I coordinate my organization's use of products or services in this business line with the National Geospatial-Intelligence Agency.
- Program Manager**
I manage missions or functions that use this product or service.
- Resource Manager**
I manage the support of mission functions that use this product or service.
- Direct Customer**
I work with a mission or mission support function that uses this product or service.
- Oversight**
I provide guidance or direction to the agency or activity, or I review their performance.
- None**
I have no relationship with my organization's use of this product or service.

Tell us about your organization and this business line.

1A. How important are the associated products and services to your organization?

- Essential
- Very important
- Important
- Somewhat important
- Not important
- No opinion

1B. How strong is your organization's continuing need for the products or services in this business line?

- Strong continuing need
- Moderate continuing need
- Slight continuing need
- No continuing need
- No opinion

Tell us about your organization and this business line.

	Yes	No	I don't Know
1C. Does your organization pay for the products or services received from this business line?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1D. Does your organization influence the level of funding for this business line?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1E. Are these products or services available from another source?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1F. If these products or services are available elsewhere, is this agency/activity your supplier of choice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1G. Are these products or services something that your organization could do better itself?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1H. Are you aware of performance standards this agency or activity has for this business line?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1I. If yes, have the performance standards been met?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking generally of your dealing with Geospatial Intelligence products over the past two years, how would you rate the overall products for:

	Very Good	Good	Average	Poor	Very Poor	Don't Know
6a. Credibility (providing information that is credible and accurate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6b. Value (making a "value-added" contribution to your organization)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking generally of your dealing with NGA Information services over the past two years, how would you rate the overall services for:

	Very Good	Good	Average	Poor	Very Poor	Don't Know
6c. Credibility (providing information that is credible and accurate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6d. Value (making a "value-added" contribution to your organization)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking generally of your association with NGA's Future Development of Geospatial Intelligence information services over the past two years, how would you rate the overall association for:

	Very Good	Good	Average	Poor	Very Poor	Don't Know
6e. Credibility (incorporating concepts that are credible and accurate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6f. Value (making a "value-added" contribution to your organization)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking generally of your dealing with NGA training over the past two years, how would you rate the overall training service for:

	Very Good	Good	Average	Poor	Very Poor	Don't Know
6g. Available formats (on-site training, NGA training facilities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6h. Value (making a "value-added" contribution to your organization)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking generally of your dealing with the Development and Operation of the National System for Geospatial Intelligence over the past two years, how would you rate the overall service for:

	Very Good	Good	Average	Poor	Very Poor	Don't Know
6i. Credibility (providing information that is credible and accurate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6j. Value (making a "value-added" contribution to your organization)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking generally of your dealing with NGA's Functional Management for Geospatial Intelligence over the past two years, how would you rate the overall service for:

	Very Good	Good	Average	Poor	Very Poor	Don't Know
6k. Credibility (providing information that is credible and accurate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6l. Value (making a "value-added" contribution to your organization)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking generally of your dealing with NGA's Customer Outreach Services over the past two years, how would you rate the overall service for:

	Very Good	Good	Average	Poor	Very Poor	Don't Know
6m. Credibility (providing information and advice that is credible and accurate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6n. Value (making a "value-added" contribution to your organization)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate your level of agreement with the following:

Strongly	Agree	Neutral	Disagree	Strongly
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Agree || || || Disagree

6o. NGA is exercising a leadership role with respect to overall management of the Development and Operation of the National System for Geospatial Intelligence (e.g., O&M Support and Imagery Architecture)

6p. Overall, how satisfied are you with NGA products and services?

Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied

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Please give us your comments

Please elaborate if you said your organization could provide these products and services for itself

Please elaborate on your organization's ability to provide these products and services for all of DoD

Please elaborate if you can on any "very dissatisfied" answers

Specific suggestions you have for improving particular products or services

Related products or services that you would like to have provided

Other comments

Sharing your results (please select one):

- You may share my comments directly with no editing.
- My comments contain no identifying information - they do not need to be edited.
- Please edit any identifying information out of my comments before sharing it with National Geospatial-Intelligence Agency

If you are not the person who this survey was addressed to, please tell us who you are. We will save your name and contact information but the original name will not change.

Full name:

Email:

Phone:

You may reply using the method that is most convenient for you.

- Mail it in the enclosed envelope (Send to Westat, 1650 Research Boulevard, Rockville, MD 20850)
- Visit the Biennial Review web site: <https://biennialreview.osd.mil>

Enter your Access code: **D222-6CE7-3D2B** to complete the survey online.
Questions? Call us toll free: 1-888-663-9084

